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APPLICATION SUPPORT AND MAINTENANCE SERVICES

Cloud Support – Service Definition

IB Boost is a specialist development consultancy whose focus is on delivering complex solutions to global organisations. Our experience has led to the development of a suite of innovative software frameworks for accelerating project delivery. Our combination of subject matter expertise and innovative software solutions paired with our passionate technology consultants allows us to provide a comprehensive range of cloud solutions for almost any target application technology.

SUMMARY

IB Boost provides customisable support and service management for cloud-based software and technical resources of any nature. Our core services follow ITIL and cover the spectrum of incident, problem, change and release management processes. We're experts in a variety of cloud platforms including AWS, Azure, GCP and private environments.

SERVICE OVERVIEW

IB Boost provides customisable support and service management for software and technical resources of any nature. Our core services follow ITIL and accordingly cover the spectrum of incident, problem, change and release management processes.

Resources

Our support services utilise experienced technical resources who can look after maintenance and re-configuration of software to keep your technical environment running smoothly. Service desk operations can be provided either on-premise or off-site as required.

Flexibility

Services can be provided in support of both bespoke software systems and third-party vendor systems using in-house or off-the-shelf tooling. IB Boost's automation, monitoring and management software can be included in the service delivery price to enhance and accelerate these services and increase levels of automation.

Experience

We have a history of modernising development and operational processes to capitalise on the leading edge of technology and have ingrained DevOps principles into our service delivery model. We can advise on and implement these solutions, including configuration management and orchestration, monitoring and management solutions, and continuous integration and delivery.

Hosting and Subscriptions

Our practices and tooling can be implemented on-premise, in private or hybrid cloud, or on any cloud IaaS vendor platform, including Azure and AWS.

Our consultants can work with you to design private implementations and to determine appropriate cloud platform choices, or you may wish to utilise our public cloud instances for some out-of-the-box solutions to environment monitoring and management services without requiring any consultancy, working on a pure SaaS subscription licence basis.

Use Cases and Capabilities

- Operational duties for existing software implementations
- Automation of current manual processes
- Updating operational service and software management procedures
- Implementation of operational processes for 'in-flight' projects
- Managed service delivery of the end-to-end software release processes
- DevOps programme transformations
- Cloud readiness and migration planning and implementation

FEATURES

- Incident management, problem management and change management
- Release management: automation and DevOps practices
- Programme transformation and business process revision
- Operational tooling and configuration
- Cloud application support experts in AWS, Azure, GCP, etc.
- Service management and reporting
- Resource usage optimisations: cloud and on-premise
- Environment management and monitoring
- Security and application patching and reviews
- Technical and functional UK-based support 24/7

BENEFITS

- Experienced resources used to high-pressure environments
- Understanding of leading-edge movements and the related tooling (e.g. DevOps)
- IB Boost software allows rapid development and implementation of solutions
- Experience in system automation/testing to continually improve operational services
- Cloud-ready solutions for migrations and transformation programmes
- Around the clock support from a UK-based support team
- Focus on automation and avoiding manual tasks
- Tight SLAs and rich dashboards and reports
- Improved uptime and visibility on service health
- Cloud platform expertise with cost and performance optimisation know-how